DHCP to Static IP

Hello there!

Thanks for reading our guide on how to program **Hub** (formerly NORM) from using DHCP to a Static IP. Before you begin, please take a moment to read our short(ish) disclaimer.

Disclaimer

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Introduction

This guide will walk you through the steps you need to follow to change the Gen 2 Hub device from its default DHCP setting to a Static IP address. This process is necessary for Hub to properly communicate with the Kinective Link (formerly S4) server. If your organization uses a different generation of Hub some of the following may be slightly different but should be close enough to get you through the changes.

If you have any trouble making this change, contact Kinective Support using the information on the last page of this document.

NOTE: If your organization doesn't want to use an IP address, your Network Administrator can also use the MAC Address reservation method.

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Prepare the Hub

There are two NIC ports on the Gen 2 Hub. Depending on your final configuration, you might use both ports on the Hub. To complete these steps, only connect a single network patch cable to the NIC 1 port.

Step 1	Confirm **network cable location**

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Depending on the generation of your Hub, the power cord may be different.

Step 2   Plug in **power cable**

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After plugging in the power, allow the Hub to boot up. This process will take between 40-60 seconds to complete.

Step 3   Wait for **bootup to complete**

The next step requires you to use network tools or other software like Netscan to search for the NIC1 (MAC) address. Use the label on the top of the Hub (shown below) to find the device's MAC address and use that to determine the IP address.

Step 4   Search DHCP Server or ARP table for **IP address**

Using the IP address you located from the previous step, open a browser and type in the IP of the Hub.
Example: https://xxx.xxx.xxx.xxx

Step 5   Type **Hub IP in browser**

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The first time you login, use the default username and password.

Username: admin
Password: cfm123

If you want to change the password, use the Administrator Password option after login.

Step 6	Type **username and password** and click Sign In

Step 7	Click **Network Option**

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Under Network Configuration, you will need to make changes to several options. In this step you will change the DHCP option from Enabled to Disabled using the dropdown menu next to DHCP.

Step 8   Click **Dropdown menu** and Select **Disabled**

You must enter the IP Address, Netmask and Gateway before Saving your settings. The Primary and Secondary DNS and the Domain are optional to complete this step.

Step 9   Click **Save Network Setting** button

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For the changes to take effect on the Hub, a reboot is required..

Step 10   Click **Reboot** option

Step 10   Confirm and click **Reboot button**

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Kinective Support

Kinective support is here to help! The Kinective Support Team is available Monday – Friday, 6am – 6pm MST.   If you are having a critical issue during regular business hours, please call us at 888-KNECTIV (563-2848) and stay on the line so we can assist as quickly as possible. You can also email us at support@kinective.io and we will get back to you as soon as possible.

If you have an emergency outside normal business hours, we have a Specialist on-call waiting to assist. For urgent issues during this time, include Urgent in your Subject Line of your email and we will get back to you within the hour. All other non-urgent issues will be handled during our regular business hours.

Support Hours:

Monday-Friday

6am – 6pm, (UTC-0:700) Arizona

Saturday and Sunday

On-Call Support

Phone: 888-KNECTIV (563-2848)

Email: support@kinective.io

Fun Fact! Arizona is the only US State in the lower 48 states that does not observe Daylight Saving Time. That means we never change our clocks! During the months of Daylight Savings, we align with the Pacific Time Zone. The rest of the year you will find us hanging out with our friends in the Mountain Time Zone.